

EMPLOYMENT OPPORTUNITY

Records Coordinator

Guaranteed Education Tuition Program

Application review begins 6/09/2003

Washington State Higher Education Coordinating Board

The Higher Education Coordinating Board (HECB) is a ten-member citizen board that administers all of the state's student financial aid programs and makes recommendations to the Legislature and Governor on higher education policy. The Board assesses the state's higher education needs and recommends enrollments and other policies to meet those needs. The Board is charged by state law with representing the "broad public interest above the individual interest of individual colleges and universities." The HECB reviews the operating and capital budget requests of the state's public colleges and universities and recommends budget priorities to the Governor and Legislature. The Board also approves new degree programs offered by the public four-year schools and administers other higher education programs that serve the public.

Guaranteed Education Tuition Program

The Higher Education Coordinating Board administers Washington State's prepaid college tuition program known as the Guaranteed Education Tuition (GET) program. The basic design of the program allows families to purchase tuition units now, for use at a later date. These funds are invested and the purchaser is guaranteed a return, which will cover tuition at some future date. Families have opened over 36,000 GET accounts. The Committee on Advanced Tuition Payment, commonly referred to as the GET Committee, governs the program. The Committee is composed of the Executive Director of the Higher Education Coordinating Board, the State Treasurer, the Director of the Office of Financial Management, and two citizen members.

The Position

The GET program has been performing all record keeping functions in-house since July 2001. There is currently one records coordinator on staff. During busy times the position is supplemented by other existing staff and by hiring temporary employees as needed. This position is newly created to support the record keeping functions for the program and to reduce the need to hire temporary staffing during busy times. The position reports to the GET Operations Manager.

It is estimated that approximately 80% of the duties will be in the area of records administration for the program and approximately 20% of duties will be in the area of direct customer service.

The position schedule is Monday to Friday from 8:00 a.m. to 5:00 p.m. During peak periods, this position may require working hours outside the normal work schedule.

Records Coordination Duties

- Accurately enter enrollment forms into the program's database from paper forms and from online enrollments received via the program's website.
- Responsible for the correct and timely generation of program documents including: welcome packets, missing information letters, account summaries, and a variety of customer notification letters.
- Coordinate with other program staff to ensure the timely assembling and mailing of program welcome packs, letters and other materials.
- Independently and/or in association with other program staff perform a variety of complex clerical projects and assignments such as preparing reports, establishing record keeping/filing systems and/or data base files, monitoring financial records, and responding to written inquiries requiring substantive knowledge of the GET program procedures and policies;
- In coordination with customer service and financial management staff update customer records and information resulting from customer requests and from the detection of missing or inaccurate data;
 - Coordinate with other staff the scanning and indexing of program documents into the program's imaging system for fast and efficient records retrieval;
 - Accurately enter financial data into database that may include enrollment fees, down payments, Lump Sum unit purchases, ACH and payroll deduction information;
 - Monitor and maintain database input/output quality control to ensure that data entered is correct and meets IRS and program policies, and US Postal Service mailing requirements;
 - Maintain a complex electronic filing system for data base files with multiple variables;
 - Routinely search database for duplicate entries and combine or eliminate where possible;
 - Develop procedures to correct inaccurate data when found, and to reformat data that has been inaccurately entered into the database;
 - Produce regular data reports from systems and initiate queries for special reports as needed;
 - Performs complex word processing/typing skills such as merging and sorting, integrating text with graphics, spreadsheet and data base files; uploading/downloading; creating footnotes and outlines;
 - Uses spreadsheets and database software to develop and maintain records; uses basic statistical software packages and simple computer inquiry programming; uses graphics software and recommends appropriate display of information;
 - Assist with technical trouble shooting and developing processes for streamlining the data base;
 - Maintain document filing system, including regular archiving of documents.

Account Customer Service Duties

- Assists customers with program enrollment and account servicing including opening accounts, payment on accounts, payment agreements, and collection of money; explain program procedures and assist in completion of necessary forms;
- Contacts and follows-up with customers for additional information needed to complete enrollment using a variety of communications, including Internet, telephone, fax, mail, and in-person;
- Provides information regarding the options, rights, regulations, and services available;
- Interprets and applies knowledge of laws, regulations, and processes in the resolution of inquiries, complaints and problems.
- Reviews and researches file documentation to resolve customer-related complaints; advise customers of proper procedures involved in appealing program decisions;
- Acts as a liaison between information services and users, and between customers and program management, as directed;
- Contacts employers as needed regarding payroll deduction setup for customer accounts.

Other Duties:

- During regular and peak times, train new and existing staff and temporary employees to perform records administration duties as described above.
- Serves as back up to other GET staff.
- During peak times, assists with other program needs including: data entry, answering phones, and clerical duties.
- Performs other duties as required.

Knowledge and Abilities

- Works effectively as a team member;
- Ability to work independently, apply and interpret laws, policies and procedures; use good judgment in evaluating and making decisions;
- Effectively prioritizes tasks, estimates time frames, meets deadlines, plans and uses available resources, and coordinates work assignments with others;
- Knowledge of computer concepts, including MS Office products Word, Excel and Access or other database software, hardware, and research methods, and data collection;
- Working knowledge of Microsoft Office products, especially Word and Excel;
- Demonstrated ability to accurately and quickly enter data from paper and online documents into a computerized database;
- Possess good proofreading, error detection and correction skills;
- Ability and willingness to speak and communicate effectively with customers, supervisors and co-workers; to maintain a courteous attitude toward public and program staff, and to interact harmoniously and productively with GET co-workers and the entire HECB agency;
- Ability to prioritize work assignments effectively, and perform duties efficiently in a high volume, fast paced environment;

- Effectively estimate time frames, meet deadlines, plan and use available resources, coordinate work assignments with others, and to inform supervisor when additional resources are needed;
- Experience with SCT Banner a plus.

Desirable Training and Skills

Two years of database management and data entry experience, or completion of a two-year vocational training course in electronic data processing. College-level course work in computer science may be substituted, year for year, for two years of the required experience.

AND

One year of experience in providing direct assistance to clients/customers regarding inquiries, complaints, or problems.

Qualifying experience will substitute, year for year, for education. Education will substitute, year for year, for experience.

Salary and Benefits

The salary for this position is \$2,500 to \$2,800, depending on experience and qualifications. Benefits include support for continued professional development, comprehensive health and insurance provisions, federal Social Security and state retirement contributions, vacation and sick leave.

How to Apply

To be considered for this position you must meet the minimum qualifications and submit a complete application package, which must include the following:

1. **Letter of Application** Letter of application that **specifically** addresses how your background qualifies you to perform the responsibilities described in this announcement and how you meet the minimum and desired skills, abilities and training.
2. **Resume.** A current resume, including work experience, salary history and education.
3. **References.** Please include names, current addresses, and telephone numbers of three employment references.
4. **Affirmative Action Form (optional).**

Submit your complete application package to:

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Kerri McConnell
Administrative Assistant
Washington State Higher Education Coordinating Board
P. O. Box 43430
Olympia, Washington 98504-3430

Applications may be submitted in electronic format to: humanresources@hecb.wa.gov, please type RC in the subject line.

Application Closing Date

This position is opened until filled. Evaluation of resumes and expressions of interest will begin 06/09/2004, and will continue until the position is filled. Interviews will begin as soon as a pool of qualified applicants is identified.

Conditions Of Employment

Physical Work Environment: Work is typically performed in an office setting. The ability to use a personal computer and to operate a motor vehicle is required. In compliance with the Immigration Reform and Control Act of 1986, proof of authorization to work in the United States will be required at the time of hire.

The Higher Education Coordinating Board is an equal opportunity employer. The Board strongly encourages qualified men and women of all races, religions and ancestry; persons over forty; Vietnam era veterans and disabled veterans, and persons of disability to apply. We will provide assistance in the recruitment, application and selection process to applicants who request such assistance. Please contact the Human Resources Manager as early as possible regarding any assistance you may require

AFFIRMATIVE ACTION FORM

Washington State Agencies and Higher Education Institutions are required to report on the status of applicants. This data is for analysis and affirmative action only. Submission is voluntary. Failure to supply this information will not jeopardize or adversely affect any consideration you may receive for employment, or later advancement in employment.

Name (Last, First, Middle Initial)	Social Security #	Date of Birth
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Sex: ____ Male ____ Female

Race/Ethnicity:

____ **American Indian or Alaskan Native** - A person having origins in any of the original peoples of North America and South America (including Central America), and who maintains tribal affiliation or community attachment

____ **Asian** - A person having origins in any of the original peoples of the Far East, Southeast Asia, or the Indian subcontinent including, for example, Cambodia, China, India, Japan, Korea, Malaysia, Pakistan, the Philippine Islands, Thailand, and Vietnam

____ **Black or African American** - A person having origins in any of the Black racial groups of Africa.

____ **Native Hawaiian or Other Pacific Islander** - A person having origins in any of the original peoples of Hawaii, Guam, Samoa, or other Pacific Islands

____ **White** - A person having origins in any of the original peoples of Europe, North Africa, or the Middle East.

____ **Hispanic or Latino (All races)** - A person of Mexican, Puerto Rican, Cuban, Central or South American, or other Spanish culture or origin, regardless of race.

____ **Hispanic or Latino (White race only)** - A person of Mexican, Puerto Rican, Cuban, Central or South American, or other Spanish culture or origin, and of the White race.

____ **Hispanic or Latino (all other races)** - A person of Mexican, Puerto Rican, Cuban, Central or South American, or other Spanish culture or origin, and of any race other than White.

Veteran Status

Have you ever been on active duty in the U.S. Armed Forces?

☐ Yes ☐ No

Dates: _____

☐ Vietnam-era Veteran ☐ Disabled Veteran

(Percent of disability: _____%)

Disability

Do you have a physical, sensory, or mental condition that substantially limits any of your major life functions, such as working, caring for yourself, walking, doing things with your hands, seeing, hearing, speaking, learning?

☐ Yes ☐ No

Do you have a physical, mental, or other health condition that has lasted six (6) or more months and which limits the kind or amount of work you can do at a job? ☐ Yes ☐ N

CSR3 January 2003